

**YAŞAR UNIVERSITY SCHOOL OF FOREIGN LANGUAGES  
ENGLISH PREPARATORY CLASS**

**STUDENT COMPLAINTS POLICY & PROCEDURE**

**1 Introduction**

1.1 The Student Complaints Policy & Procedure covers complaints against any academic or non-academic University services and can be used by any student who is not satisfied with any University service.

1.2 Most complaints can be resolved informally with the people directly involved. However, when this is not possible, students are encouraged to follow these procedures to make a formal complaint.

**2 Scope**

2.1 This procedure applies to all students of the Prep Class

**3 Definitions**

3.1 Words and phrases in this document shall have the following meanings:

<b>Complaint:</b>	written complaint made in accordance with this policy
<b>Complainant:</b>	a student who makes a complaint
<b>Prep Class:</b>	Yaşar University School of Foreign Languages English Preparatory Class
<b>Procedure:</b>	Student Complaints Procedure
<b>SoFL:</b>	Yaşar University School of Foreign Languages
<b>Student:</b>	Prep Class student
<b>Student Complaint Form:</b>	a complaint form to be filled in by student to express complaints in writing.
<b>University:</b>	Yaşar University

**4 Principles**

4.1 The Prep Class fully supports the rights of its students to express complaints about anything related to University services.

4.2 The Prep Class encourages students and all the parties involved in the complaint to resolve matters informally.

4.3 In the event that complaints cannot be resolved informally, the matters should be resolved formally in accordance with this policy. All students shall be made aware of this policy.

4.4 The Director of SoFL is responsible for ensuring that the resolution is consistent, fair, objective and transparent.

## **5 Procedures**

### **Stage 1**

5.1 Any Prep Class student who wishes to make a formal complaint under this policy is required to complete a Student Complaint Form available in the Student Handbook.

5.2 In the Student Complaint Form, the student must outline his/her complaint, explain what has been done to try to resolve the complaint informally, why he/she is still not satisfied with the outcome, and what the expected outcome is.

5.3 The form shall be submitted to the director of SoFL as soon as reasonably possible.

5.4 Where individual applicants state complaints about the same issue or a substantively similar issue, those complaints shall be dealt with separately.

### **Stage 2**

5.5 Upon receipt of a completed Student Complaints Form, the Director of SoFL shall investigate the matters raised. The investigation shall be pursued promptly and completed as soon as is feasible.

5.6 The Director of SoFL shall invite the complainant and the persons involved in the complaint to attend a meeting to discuss the matters arising from the investigation.

5.7 The complainant may be accompanied at this meeting by a friend in the Prep Class or University. This person may speak on behalf of the complainant student if the student requests it.

5.8 The Director of SoFL shall make a decision on what action to take in respect of the complaint as soon as feasible following the meeting.

5.9 The meeting and its outcome shall be documented and a copy provided to the complainant. The complainant has the right to appeal if he/she is not content with the decision made or action proposed.

### **Stage 3**

5.10 If the complainant is not content with the decision made or action proposed by the Director of SoFL, the complainant shall write to the Director of SoFL setting out the grounds for an appeal without undue delay and in any event not later than 7 days from the date of the decision.

5.11 Upon receipt of written grounds for an appeal, the Director of SoFL shall refer the matter to the SoFL Executive Board.

5.12 The Executive Board shall invite the complainant to a meeting to discuss the appeal as soon as feasible following the referral of the matter.

5.13 The complainant may be accompanied at this meeting by a friend in the Prep Class or University. This person may speak on behalf of the complainant student if the student requests it.

5.14 A full record shall be made of the meeting and a copy provided to the complainant.

5.15 A decision on the appeal shall be made without undue delay and communicated in writing promptly to the parties involved. The decision shall be final within school.

### **6 Confidentiality**

6.1 All discussions and documents relating to a complaint and its resolution shall be treated in strict confidence. Any breach of these provisions by any party shall be treated as a disciplinary matter and dealt with accordingly.

### **7 Approval and review of this policy**

7.1 This Student Complaints Policy and Procedure document has been approved by the Board of SoFL.

7.2 This policy and procedure document will be reviewed annually as part of the Prep Class Annual Review.